

# The Missouri Public Service Commission

*Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century*

## HOW TO ESTABLISH UTILITY SERVICE

*If you own or rent your residence, you will need to establish utility service in your name before moving in unless utility service is included in your rent. Most utility companies take applications by telephone and some may accept applications electronically. Others may have public business offices where you may make application in person.*



### WHAT INFORMATION WILL I NEED TO PROVIDE?

- ✓ Your Name and Proof of Identification (Driver's license or birth certificate).
- ✓ The address where service is to be provided. Mailing address if different from address where service is to be provided.
- ✓ Your Social Security Number.
- ✓ A telephone number where you can be reached (Sometimes a utility company will require verification of employment, so your employer's name and work phone number may be needed).

**Note:** Applicants for energy services (gas or electricity) should notify the utility company of the use of Life-Support equipment in the household. Residential customers applying for telephone service may qualify for reduced service connection charges and monthly rates for local telephone service under the Lifeline and Link-Up Programs, if income eligibility requirements are met.



### WILL I HAVE TO PAY A DEPOSIT?

Applying for and obtaining utility service is like entering into a contract. Some of the information the utility company may ask for is the same as applying for credit. Information about your employment, record of prior utility service and income may be requested to allow the utility company to determine whether or not a security deposit will be required.

Utility providers may require a deposit to establish service if you are unable to meet certain credit standards. The amount of the security deposit varies from company to company. If you are unable to pay the full deposit, you may request to pay it in installments. In most cases, deposits are refunded once satisfactory credit has been established or if you close your account. Interest is paid on security deposits held by utility companies. Some companies accept a written guarantee of payment by an existing customer with good credit instead of a cash deposit.



### PLAN AHEAD WHEN REQUESTING SERVICE

Some companies require you to request utility service at least 24 hours before you need it while others may require several days notice depending on the type of utility service. For example, applications for natural gas service should be made several days in advance to allow you and the utility company to schedule a time that you will be home as the service person must do a safety check and light the pilots on all gas appliances.

Some utility meters are located inside homes. Someone must be home to allow access to the meter so the service can be turned on. Some utility companies charge service connection fees to establish the service.



For more information \_\_\_\_\_

The Missouri Public Service Commission works to ensure Missouri citizens receive safe, reliable, and affordable utility service. If you have a billing question or service-related problem, call 1-800-392-4211, or visit [www.psc.state.mo.us](http://www.psc.state.mo.us)